

At a Glance

Duke Energy Indiana



Duke Energy (NYSE: DUK), a Fortune 150 company headquartered in Charlotte, N.C., is one of the largest energy holding companies in the U.S.

Duke Energy is transforming its customers' experience, modernizing the energy grid, generating cleaner energy and expanding natural gas infrastructure to create a smarter energy future for the people and communities it serves.

The company provides electricity to 7.7 million retail electric customers in six states. The electric service area's estimated population is 24 million people.

The company also provides natural gas to more than 1.6 million customers in five states and operates wind and solar power facilities in 14 states.

Visit duke-energy.com.*

* All data as of Dec. 31, 2019.

We energize our communities and enhance the quality of life for the people who live here.

- We are the largest electric utility in Indiana with operations headquartered in Plainfield, Ind., providing electric service in a 23,000-square-mile service area.
- We serve approximately 850,000 Indiana customers and provide power to a number of other wholesale customers.

State-Specific Operational Facts

- More than 36,200 miles of transmission and distribution lines
- Total capacity of 6,600 megawatts at 11 power generation sites composed of 62% coal-fired, 28% natural gas-fired, 9% syngas-fired, and less than 1% each of oil-fired, hydro-powered and solar
- 90% of energy generation from coal, burned 12.5 million tons of coal in 2018

Indiana Taxpayer – Hoosier State Employer

Duke Energy is a major Indiana taxpayer and employer of Hoosiers.

- Paid approximately \$69 million in property, use and utility receipt taxes in 2018
- Collected and sent \$116.4 million to the state in sales tax receipts
- Approximately 2,600 employees
- Approximately \$154.4 million paid in payroll

Customer Service

Duke Energy believes that customer service is more than just answering power trouble calls, handling billing inquiries and making credit arrangements. We strive to deliver superior customer service one customer at a time. The following information is based on research and polling conducted in 2019.

- Approximately 82% of our residential customers and 88% of our business customers are “highly satisfied” with Duke Energy as their utility.
- Approximately 84% of our customers are “highly satisfied” with the service they receive when contacting Duke Energy with a specific issue or request.

Charitable Giving

In 2019, Duke Energy Indiana awarded more than \$2 million in grants from the Duke Energy Foundation.

600 Duke Energy employees and retirees contributed about \$450,000 and nearly 17,000 hours of volunteer time. The company match for employee giving and volunteerism was just over \$472,000.

We gave \$650,000 to our Helping Hand fund to assist customers who have difficulty paying their electric bills. Our customers' contributions brought the total to \$750,000 in low-income assistance in 2019.

